

State College Borough

Specialist, Technical Support

Job Description



REPORTS TO: Chief Technology Officer
ROLE & LEVEL: T2

DEPARTMENT: Information Technology
FLSA STATUS: Non-exempt

WORK OBJECTIVE:

The Technical Support Specialist works in a team environment to ensure that the Information Technology Department is accessible by promptly and courteously answering help desk phone calls, emails, and walk-in requests for technology services. This position provides Tier 1 technical assistance and support. Work is performed under general supervision with limited latitude. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Provides Tier 1 technical support via phone, email, and walk-in support; escalates and assigns tickets as necessary to appropriate IT team members
- Immediately responds to requests for services; enters and prioritizes all requests for services in the IT Help Desk management system
- Conducts physical inventories at all of the Borough's supported sites, in coordination with other IT staff; researches any discrepancies
- Updates and monitors hardware and software inventory including tracking, research, purchasing, and end of life activities
- Coordinates with all staff and clients on the preparation, installation, and replacement of equipment deployment; determines what new equipment to purchase
- Creates and maintains equipment and application records for installations including a weekly report of recurring issues in order to start the problem management process
- Provides reports as needed including, but not limited to: overdue tickets, recurring issues, and Mean Time to Resolution (MTTR)
- Researches new technologies and processes evaluation discussions; provides feedback as appropriate
- Utilizes IT support tools and technology to assist and resolve issues for staff and clients
- Tracks and follows up on tickets with pending response from end-users

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Supervision:

- None

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment
- Knowledge of wireless and Bluetooth technologies for mobile devices and peripherals
- Skill in the use of Microsoft Office products (Word, Outlook, Excel, and PowerPoint)
- Skill in time management and work organization
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements
- Ability to identify a problem or situation, troubleshoot, and work with team members to resolve problems
- Ability to contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes
- Ability to utilize remote control software for troubleshooting issues
- Ability to communicate effectively orally and in writing

MINIMUM QUALIFICATIONS:

Associate's degree in information technology or related field; supplemented by two or more years' experience in a client-focused technical support role; or an equivalent combination of education, certification, training, and/or experience. This position requires a criminal background evaluation and a valid Pennsylvania Driver's License.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- None

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PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity.

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The job description does not constitute an employment agreement between State College Borough and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date